

UA92 Student Complaints Form

Please ensure that you have read and understood the UA92 Student Complaints Policy and Procedure before completing this form. If you require a word version of the form, please contact complaints@ua92.ac.uk.

Once completed, the form and supporting evidence should be returned to complaints@ua92.ac.uk.

Please make sure you have read and understood the following:

This form is for complaints only and should not be used for academic appeals. Please be aware that by submitting this form and uploading your evidence that you are making a formal complaint.

You should be aware of the time constraints that apply to you when submitting this online form. Please note that these start from the moment this form is submitted.

Please note if your complaint is collective then you should only include a nominated spokesperson's details on this form.

Be aware that all fields are mandatory and any sections left blank will result in your application being considered without this information. Students must include any supporting evidence or documentation that they want to be considered in this Appeal form.

We also kindly ask that you keep a copy of this form and any supporting material you submit for your records.

PERSONAL INFORMATION

Full Name	
Email	
Contact Address	
Phone number	
Student Number	
Course	
Please confirm the date of when you first raised the complaint informally	

Please confirm the name of the member of staff with whom you first raised your informal complaint

Please list any documentary evidence included that shows this matter has been raised informally

This may include but is not limited to, emails and letters between yourself and the member of staff with whom you first raised your informal complaint with.

Please explain below why you feel dissatisfied with the outcome of the informal stage of your complaint.

Please indicate which one of the following it is that you are complaining about:

A member or members of UA92 staff
 A constituent element of the UA92 (e.g. departments, faculties, the Library, colleges, administrative or support services)
 (please delete)

Please outline below the nature of your complaint:

Please list any documentary evidence included relating to your formal complaint

Please include a timeline of events relating to your complaint

(A comprehensive and chronological list of all letters, emails, phone calls, and meetings since the beginning event of your complaint until now)

Please outline what action you would expect to be taken in order to resolve your complaint to your satisfaction:

DECLARATION

By signing below you demonstrate your agreement with the following:

I declare that I have read the Student Complaints Policy and Procedure and that I recognise that I want this complaint to be considered formally.

I understand that I must include all evidence and supporting documentation that I want to be considered by the UA92 with this application form. I understand that once I submit this online form, there will be no further opportunity at Stage 2 for evidence and supporting documentation to be considered.

I understand the time constraints of the formal complaints process and that those apply once I have submitted this online form. I will adhere to these to the best of my ability.

I understand that UA92 may need to handle my personal details for the purpose of this complaint. I recognise that this may include the exchange of my personal details within the University, as well as with the appropriate third party external organisations.

I declare that the information I have provided in this application is true and complete.

Signature Student:	Date